



COUNTY OF BUTTE
DEPARTMENT OF EMPLOYMENT AND SOCIAL SERVICES

CATHI GRAMS

Director and Public Guardian/Public Administrator

P.O. Box 1649, Oroville, CA 95965

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MAR 26 2009

March 24, 2009

Ramon S. Lopez, Bureau Chief
CDSS Civil Rights Bureau
744 P Street
Sacramento, CA 95814

Attention: Elsa Garcia, Analyst

Re: Departmental Corrective Action Plan

Dear Mr. Lopez:

The Department is in receipt of the Compliance Report dated March 3, 2009 for the Review conducted on April 29 – May 1, 2008. After a thorough review of the report we have summarized a proposed Corrective Action plan in a "matrix" format. Our matrix summarizes all the required corrections and the anticipated dates of completion. We anticipate your review for approval or further instructions.

If a copy of the Corrective Action Plan is requested as public information, the Department is agreeable to the Civil Rights Bureau providing the information. We are requesting that our Department be informed, should this kind of inquiry occur.

If you have questions or need further information feel free to contact me.

Sincerely,

Diana Higgins
DESS Program Manager and Civil Rights Coordinator
(530) 538-5129
dhiggins@buttecounty.net

enc.: DESS matrix, Diana Higgins business card

cc: Cathi Grams, Director; Brian Frink and Donna Gaghagen, Assistant Directors;
Karen Ely, Acting Assistant Director

Butte County Department of Employment & Social Services
2008 Civil Rights Compliance Corrective Action Plan

Office	Contact Liaison	Issues	Corrective Action	Projected Completion Date	Completed
Chico & Oroville	Becky Lightle Or Designee	<ul style="list-style-type: none"> Lobby - Directional signage – paper signs in English, Spanish, Hmong, Chico <ul style="list-style-type: none"> Drop box Office hours No weapons 	<p>All instructional/directional signage in lobby areas to be posted in English, Spanish, Hmong</p> <p>All Administration Branch Supervisors will receive training on MMP Div 21 signage posting requirements</p>	<p>June 30, 2009</p> <p>May 31, 2009</p>	
Chico	Becky L. Or Designee	<u>Facility - Accessibility for Individuals with Disabilities</u> <ul style="list-style-type: none"> Front parking lot entrance sign – "Unauthorized vehicles..." Van accessible parking space too narrow – back lot No directional signage to CS entrance from the space 	<ul style="list-style-type: none"> Post sign Repaint to regulation requirements Paint or post sign 	<p>June 30, 2009</p> <p>June 30, 2009</p> <p>June 30, 2009</p>	
Oroville	Mike Reynolds	<ul style="list-style-type: none"> Front parking lot entrance sign - "Unauthorized vehicles..." CS lobby door – too heavy 	<ul style="list-style-type: none"> Post sign Correct door to 5 lbs. 	<p>June 30, 2009</p> <p>May 31, 2009</p>	
Chico	Mike Reynolds	<ul style="list-style-type: none"> CS lobby door – too heavy Front automatic door not operating properly 	<ul style="list-style-type: none"> Correct door to 5 lbs. Repair door 	<p>June 30, 2009</p>	
Oroville	Mike Reynolds PIC				